

Weber County Library Information Technology Services Division Technology Plan for 2004-2006

MISSION STATEMENT

The Weber County Library Board of Trustees and staff recognize the impact of technology, specifically electronic communication and information, upon the lives of the residents of Weber county specifically and the residents of surrounding counties generally. The Library strives to identify, retrieve, organize, and provide access and instruction in the use of technology in its various formats. A prime goal for the Weber County Library is to become a regional information center.

TECHNOLOGY STRATEGIC PLAN

The technology strategy for the Weber County Library is to meet the following objectives. Each objective has a set of criteria established for the definition and measurement of successful implementation.

- Use technology to provide the most appropriate information delivery system.
- Use technology to control cost and improve the efficiency of library operations.
- Maintain flexibility to adapt new and changing technology to meet the public's needs.
- Evaluate emerging technology for effective responsiveness to the public's needs.
- Use technology to connect to relevant sources outside the library.
- Train staff and educate the public on how to use technology to retrieve the information needed.

PLAN JUSTIFICATION

In order to maintain a competitive position in the information industry and to continue to provide a high standard of public service, the Weber County Library offers a wide range of electronic services to supplement the traditional print services currently being offered. This plan presents the current and planned hardware, software and telecommunications necessary to deliver these services as seen by the Weber County Library.

TECHNOLOGY INVENTORY:

COMPUTERS/EQUIPMENT:

Current

Main Library

- 1-Sun Ultra E450 (Geac Integrated Library Automation System - 140 users)
- 1-Sun Ultra S10 Web Server
- 3-Communication controllers for terminals
- 1-Modem, 56Kbaud for home patron access: customers can also access catalog through the library Website.
- 88-Pentium PCs
- 2-Pentium PCs w/modems, 56K
- 10-NeowareThin Client PCs for catalog
- 3-VT100 Terminals

- 4-Compaq Proliant Servers
- 1-Gateway Server
- 1-CD-ROM Server
- 1-Video server
- 10-HP Network Laser Printers, various models
- 25-HP 5L/6L Laser Printers
- 1-HP document scanner
- 1-Cisco edge router
- 1-Cisco interior router
- 1-Netscreen firewall
- 1-Iprism Internet access management appliance
- 1-Netscreen Intrusion Detection/Prevention system
- 1-96 port Cisco switch
- 6-24 port Cisco switches

North Branch

- 1-Communication controller for terminals
- 25-Pentium PCs
- 4-Neoware Thin Client PCs for catalog
- 3-VT100 Terminals
- 6-HP 5L/6L Laser Printers
- 1-Compaq Proliant Server
- 2-24 port Cisco switches
- 1-Cisco Router
- 1-CSU/DSU Unit, T1

Ogden Valley Branch

- 1-Communication controller for terminals
- 24-Pentium PCs
- 4-Neoware Thin Client PCs for catalog
- 2-VT100 Terminals
- 6-HP 5L/6L Laser Printers
- 1-Compaq Proliant Server
- 2-24 port Cisco switches
- 1-Cisco Router
- 1-CSU/DSU Unit, T1

Southwest Branch

- 1-Communication controller for terminals
- 25-Pentium PCs
- 4-Neoware Thin Client PCs for catalog
- 3-VT100 Terminals
- 6-HP 5L/6L Laser Printers
- 1-Compaq Proliant Server
- 2-24 port Cisco switches
- 1-Cisco Router
- 1-CSU/DSU Unit, T1

TELECOMMUNICATIONS:

Main Library

- Nortel Digital PBX supporting a maximum of 172 phones
- 1-Dial-up line for patron access to public catalog
- 100-(Category 5) Ethernet connections distributed throughout the library
- 2-T1 connections to Utah Education Network (Internet Service Provider)
- 6-T1 connections to Branch Libraries (WAN)

North Branch

- 3 Nortel telephone lines for voice.
- 50-(Category 5) Ethernet connections distributed throughout the library
- 2-T1 connections to the Main Library (WAN)

Ogden Valley Branch

- 3-Nortel telephone lines for voice.
- 50-(Category 5) Ethernet connections distributed throughout the library
- 2-T1 connections to the Main Library (WAN)

Southwest Branch

- 3-Nortel telephone lines for voice.
- 50-(Category 5) Ethernet connections distributed throughout the library
- 2-T1 connections to the Main Library (WAN)

COMPUTER SOFTWARE FOR COMMUNICATIONS

- Solaris (Unix)
- Linux – Red Hat
- Mozilla/Netscape/Internet Explorer
- Novell Netware using TCP/IP with all workstations
- TCP/IP for Sun systems and all workstations
- Novell GroupWise for e-mail

FUTURE HARDWARE, SOFTWARE AND TELECOMMUNICATIONS SERVICES

2004:

1. Upgrade/replace workstation and notebook PCs
 - Continue with three-year replacement cycle
 - Keep pace with advancing applications and bandwidth needs
 - Continue migration to newer Windows operating system
2. Upgrade NetWare, Linux and Sun servers
 - Implement Gigabit Ethernet ability
 - Maximize system bandwidth
 - Extend life cycle to 2005
3. Complete upgrade of LAN data lines
 - Upgrade LAN backbone to Gigabit Ethernet
 - Replace core switch
4. Upgrade LAN software to latest versions
 - Netware 6.5
 - Will keep pace with improvements with technology

- Will take advantage of SMP capabilities
- 5. Complete implementation of Gates Foundation Training Lab in new facility
 - Equipment will be moved, installed and tested in new lab setting
- 6. Expand Intranet services for staff and public
 - Rollout meeting room scheduling
 - Rollout of electronic Library card application
- 7. Upgrade Data Backup System
 - Ensure adequate data integrity
- 8. Replace Branch Routers
 - Existing routers are inadequate to accommodate voice over IP
- 9. Implement pilot/research projects
 - Delivery of video and security imaging over IP data lines
 - Researching feasibility of voice communication over IP data lines (Telephony)

BUDGET:

2004

- Upgrade 100 PCs with P4 technology
 - \$ 25,000 for 2004 Purchase
- Replace twelve PCs with all-in-one style PC's
 - \$ 28,800 for 2004 Purchase
- Replace two notebook PCs
 - \$ 6,000 for 2004 Purchase
- Replace Data Backup Units
 - \$ 10,00 for 2004 Purchase
- Upgrade NetWare servers to Gigabit Ethernet
 - \$ 900 for 2004 Purchase
- Replace core switch at Main Library
 - \$ 15,000 for 2004 Purchase
- Replace branch routers
 - \$ 7,500 for 2004 Purchase
- Upgrade to Netware 6.5
 - \$ 0 for 2004 Purchase (MLA maintenance upgrade)

2005

- Upgrade Sun Ultra E450 to full compliment of four CPUs and 2GB Ram
- Upgrade forty oldest PCs to P4 or later technology
- Upgrade branch locations to Gigabit Ethernet
- Replace three Netware servers
- Implement Voice over IP Telephony Services
- Finalize wireless network implementation
- Replace GEAC ILS

2006

- Replace three Netware servers
- Test RF tag inventory system for collection management
- Replace/rebuild forty PCs with latest technology

- Increase backup storage capability

EVALUATION:

Our evaluation process includes goals for implementing the new equipment and software, reviewing the process and time periods quarterly to ensure the projects are on schedule and the implementation of the equipment/software purchased actually accomplishes the goals and objectives set forth in the plan. All technology implementation plans are designed to accommodate mid-course corrections in response to new developments and opportunities as they arise. Surveys are periodically given to public users and staff with the results evaluated as to library technology directions. Feedback from public users and staff are always considered when providing equipment, software and other technology related infrastructure. The following milestones for each project include:

2004

- Upgrade/replace workstations and notebook PCs
 - First/Second Quarter 2004
- Upgrade NetWare servers
 - First Quarter 2004
- Complete upgrade of LAN data lines including core switch at Main Library
 - Second Quarter 2004
- Upgrade Data Backup System
 - First Quarter 2004
- Complete implementation of Gates Foundation Training Lab in new facility
 - First Quarter 2004
- Implement new services for staff and public
 - Second Quarter 2004
- Replace Branch Routers
 - Third Quarter 2004
- IP Telephony Project test
 - Fourth Quarter 2004

TRAINING:

2004

- Training will be offered to all staff on upgrades to Geac system, Web catalog usage, new releases of Internet Explorer, GroupWise, Windows and other software packages that may be upgraded or acquired. Library budget always has enough training funds to fund technology training. ITS conducts training or out sources to professional training providers.
- Training is offered to the public at all library locations. Days and times vary to give maximum exposure for public hours. Classes include *Introduction to the Internet*, *Building Web Pages*, *Introduction to Windows 2000/XP*, *Web Sites for Parents and Teens*, *Resume' Writing*, *Job Searching and Resources on the Internet*, among others. Classes are evaluated and revised on a periodic basis.
- Training in the Gates Foundation Training Lab will be offered in two formats: (1) a structured lecture with instructor environment; and (2) self-paced, learn-as-you-go tutorial environment.

MAINTENANCE CONTRACTS:

The Geac Integrated Library Automation System, Sun Ultra E450 and Sun S10 equipment have a comprehensive maintenance contract as part of the turnkey system agreement. Maintenance period runs from October to September and is renewed annually. Geac software upgrades/maintenance are covered the Geac maintenance agreement. All other hardware has factory warranties from one to three years. After warranties expire hardware is repaired on a time and materials basis. IT manager is certified to repair PCs and related hardware. Most PC and network software is maintained under Utah State MLA program that ensures that new releases and upgrades to software will be available when published. Non-covered software is acquired or upgraded on an "as needed" basis.

ELECTRICAL:

The electrical systems in all buildings are serviced by licensed electricians and meet or exceed code for power requirements. All servers and communications equipment are protected with uninterruptible power supplies.

REVISED by Library Technology Committee on December 3, 2003

APPROVED by Library Board on January 13, 2004

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